

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	449006
<015>	Study Area Name	SANTA ROSA TEL COOP
<020>	Program Year	2018
<030>	Contact Name: Person USAC should contact with questions about this data	JASON TOLE
<035>	Contact Telephone Number: Number of the person identified in data line <030>	9408862217 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	jason.tole@srcaccess.net
Form Type		54.313 and 54.422

<010>	Study Area Code	449006
<015>	Study Area Name	SANTA ROSA TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	JASON TOLE
<035>	Contact Telephone Number - Number of person identified in data line <030>	9408862217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net

[illegible]

**(300) Unfulfilled Service Request
Data Collection Form**FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	449006
<015>	Study Area Name	SANTA ROSA TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	JASON TOLE
<035>	Contact Telephone Number - Number of person identified in data line <030>	9408862217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net

<300> Unfulfilled service request (voice)

NA

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers
Data Collection Form

FCC Form 481
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July 2013

<010>	Study Area Code	449006
<015>	Study Area Name	SANTA ROSA TEL COOP
<020>	Program Year	2010
<030>	Contact Name - Person USAC should contact regarding this data	JASON TOLE
<035>	Contact Telephone Number - Number of person identified in data line <030>	9408862217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@tccocarb.net
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	Offered only fixed voice
<410>	Complaints per 1000 customers for fixed voice	0.0
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules
Data Collection Form

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<010>	Study Area Code	449006
<015>	Study Area Name	SANTA ROSA TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	JASON TOLR
<035>	Contact Telephone Number - Number of person identified in data line <030>	9408662217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tolr@rcaccess.net
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		449006TXCLEC510.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	
<515>	Certify compliance with applicable minimum service standards	

(600) Functionality in Emergency Situations Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	449006
<015>	Study Area Name	SANTA ROSA TEL COOP
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	JASON TOLE
<035>	Contact Telephone Number - Number of person identified in data line <030>	9408862217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@rcacomm.net
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	449006TXCLEC610.pdf

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Study Area Code
<010>

449006

SANTA ROSA TEL COOP

2018

JASON TOLE

9408862217 ext.

jason.tole@srcaccess.net

1/1/2017

Residential Local Service Charge Effective Date
7/1/2019

Single State-wide Residential Local Service Charge

[illegible]

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

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<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net

<711>

[illegible]

(800) Operating Companies
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	449006
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<030>	Contact Name - Person USAC should contact regarding this data	JASON TOLE
<035>	Contact Telephone Number - Number of person identified in data line <030>	9408862217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net
<810>	Reporting Carrier	Santa Rosa Telephone Cooperative, Inc.
<811>	Holding Company	Santa Rosa Telephone Cooperative, Inc.
<812>	Operating Company	Santa Rosa Telephone Cooperative, Inc.

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	449006
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<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	JASON TOLE
<035>	Contact Telephone Number - Number of person identified in data line <030>	9408862217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net

<900> Does the filing entity offer tribal land services? (Y/N)

No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

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<035>	Contact Telephone Number - Number of person identified in data line <030>	9408862217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@arcaccess.net

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 449006TXCLEC1010.pdf

Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

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<035>	Contact Telephone Number - Number of person identified in data line <030>	9408862217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

449006TXCLEC1210.pdf

Name of Attached Document

<1220> Link to Public Website

HTTP <https://srcaccess.net>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,



<1222> Details on the number of minutes provided as part of the plan,



<1223> Additional charges for toll calls, and rates for each such plan.



(2005) Price Cap Carrier Additional Documentation**Data Collection Form***Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

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<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

- <2011> 3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.
- <2022> Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)

Name of Attached Document Listing
Required Information

Name of Attached Document Listing
Required Information

(2005) Price Cap Carrier Additional Documentation**Data Collection Form***Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

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July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017C> Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)

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<035>	Contact Telephone Number - Number of person identified in data line <030>	9408862217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net

Select from the drop down menu or check the boxes below to note compliance with 54.313(f)(1). Privately held carriers must ensure compliance with the financial reporting requirements set forth in 47 CFR 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313(f)(1)(i)}	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information <input type="text"/>
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information <input type="text"/>
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No) <input type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information <input type="text"/>
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information <input type="text"/>

(3005) Rate Of Return Carrier Additional Documentation (Continued)**Data Collection Form**

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<035>	Contact Telephone Number - Number of person identified in data line <030>	9408862217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

<010>	Study Area Code	449006
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<030>	Contact Name - Person USAC should contact regarding this data	JASON TOLE
<035>	Contact Telephone Number - Number of person identified in data line <030>	949862217 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@rcacoea.net

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Name of Attached Document Listing Required Information _____

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

Name of Attached Document Listing Required Information _____

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

Name of Attached Document Listing Required Information _____

**Certification - Reporting Carrier
Data Collection Form**

 FCC Form 481
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 July 2013

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<039> Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: SANTA ROSA TEL COOP	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/23/2017
Printed name of Authorized Officer: JASON TOLE	
Title or position of Authorized Officer: ASSISTANT GM/CPO	
Telephone number of Authorized Officer: 9408862217 ext.	
Study Area Code of Reporting Carrier: 449006	Filing Due Date for this form: 07/03/2017
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

1/1/2017	
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	Residential Local Service Charge	Effective Date
<701>	Residential Local Service Charge	
<702>	Single State-wide Residential Local Service Charge	

[illegible]

**(800) Operating Companies
Data Collection Form**

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<039>	Contact Email Address - Email Address of person identified in data line <030>	jason.tole@srcaccess.net
<810>	Reporting Carrier	Santa Rosa Telephone Cooperative, Inc.
<811>	Holding Company	Santa Rosa Telephone Cooperative, Inc.
<812>	Operating Company	Santa Rosa Telephone Cooperative, Inc.

[illegible]

Response Line 510
SANTA ROSA TELEPHONE COOPERATIVE, INC.
Study Area 449006

Voice Network

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) SANTA ROSA TELEPHONE COOPERATIVE, INC. ("SRTC") is in compliance with appropriate FCC Service Quality Standards and Consumer Protection Rules. SRTC provides CPNI training to all of its new employees and in addition trains all of its existing employees on an annual basis. SRTC also conducts subscriber outreach regarding CPNI by placing CPNI explanation onto its website at www.santarosatelco.com which informs subscribers about CPNI rules and other applicable customer rights and obligations. In addition SRTC trains staff on Red Flag issues on an annual basis. All company employees are required to sign and acknowledge that they have completed CPNI and Red Flag training and understand obligations to adherence of applicable rules.

SRTC also outlines its rates, terms, and conditions under which SRTC offers service in its Local Exchange Tariff. The tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. SRTC keeps its tariffs available for public inspection at its business offices.

Broadband Network

Pursuant to 47 C.F.R. § 54.313(a)(5) and or 47 C.F.R. § 54.422(b)(3) CLEC is in compliance with applicable FCC Service Quality Standards and Consumer Protection Rules. SRTC trains staff on applicable rules for broadband services issues on an annual basis. In addition SRTC has placed on its website at www.santarosatelco.com its network practices and policies regarding FCC's Net Neutrality Rules.

SRTC also outlines its rates, terms, and conditions under which SRTC offers Broadband service in NECA Tariff #5 to Internet Service Providers ("ISP"). The Tariff explains customer rights and obligations, customer service, dispute resolution, deposits, billing and payment options, disconnection of service as well as cancellation of service options. Public inspection of NECA Tariff #5 can be found on NECA's website. Retail DSL rates, terms, and conditions for retail services are provided by the ISP.

Response Line 610
SANTA ROSA TELEPHONE COOPERATIVE, INC.
Study Area 449006

Functionality in Emergency Situations:

Voice Network

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) SANTA ROSA TELEPHONE COOPERATIVE, INC. ("SRTC") meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to SRTC central offices by use of a generator and batteries that provide it with 8 to 12 hours of emergency power. In addition, SRTC field electronics have 8 to 12 hours of back-up power by use of generators and batteries. SRTC also has SONET, DWDM, and ATM technology deployed in its core fiber optic network that is a self-healing and will automatically reroute traffic should a fiber cut occur. SRTC has also sufficient spare cards for its fiber optic network to provide almost instantaneous replacement should there ever be a card failure in the core network. SRTC also has proper staff in place to repair any fiber cuts in a timely manner. SRTC has connectivity with neighboring telephone exchanges as well as the LATA tandem to provide diverse options to reroute traffic should an emergency arise. SRTC has developed and trained its staff on network preparedness plans in case of emergency situations. SRTC is prepared and capable of managing traffic spikes resulting from emergency situations and has sufficient switching capabilities to handle such situations.

Broadband Network

Pursuant to 47 C.F.R. § 54.313(a)(6) and 47 C.F.R § 54.22(b)(4) as set forth in 47 C.F.R. § 54.202(a)(2) SANTA ROSA TELEPHONE COOPERATIVE, INC. ("SRTC") meets the requirements to remain functional in emergency situations and has the following capabilities: Back-up power is provided to SRTC central offices by use of a generator and batteries that provide it with 8 to 12 hours of emergency power that is also used to provide service to the broadband network. In addition, SRTC field electronics have 8 to 12 hours of back-up power by use of generators and batteries. SRTC also has SONET, DWDM, and ATM technology deployed in its core fiber optic network that is a self-healing and will automatically reroute broadband traffic should a fiber cut occur. SRTC has also sufficient spare cards for its fiber optic network to provide almost instantaneous replacement should there ever be a card failure in the core network. SRTC also has proper staff in place to repair any fiber cuts in a timely manner. SRTC has connectivity with neighboring telephone exchanges as well as the LATA tandem to provide diverse options to reroute traffic should an emergency arise. SRTC has developed and trained its staff on network preparedness plans in case of emergency situations.

Response to Line 1010
Santa Rosa Telephone Cooperative, Inc.
Study Area 449006

Voice Services Comparability Report

Pursuant to 47 C.F.R. § 54.313 (a) (10) Santa Rosa Telephone Cooperative, Inc. ("SRTC") is in compliance with the requirement that voice services is no more than two standard deviations above the national average urban rate for voice service of \$49.51 as specified in Public Notice DA 17-167 issued on February 14, 2017. SRTC's current total local end-user rate¹ of \$19.68-20.68 (which includes a local fee of \$19.05 and surcharges and any EAS) is not above the standard deviation as specified in the USF/ICC Transformation Order.²

¹ Local End User Rate as defined in USF/ICC Transformation Order 26 FCC Rcd at 17751, Para. 238

² USF/ICC Transformation Order, 26 FCC Rcd at 17694, Para. 84 (footnote included) "The standard deviation is a measure of dispersion. The sample standard deviation is the square root of the sample variance. The sample variance is calculated as the sum of the squared deviations of the individual observations in the sample of data from the sample average divided by the total number of observations in the sample minus one. In a normal distribution, about 68 percent of the observations lie within one standard deviation above and below the average and about 95 percent of the observations lie within two standard deviations above and below the average."

Santa Rosa Telephone Cooperative Inc.
LIFELINE SERVICE AND UNIVERSAL SERVICES
Texas

The Federal Communications Commission and the Public Utility Commission of Texas have established programs to make basic telephone service more affordable to eligible customers. **Lifeline Service** is a program designed to make basic telephone service available at reduced rates to eligible residential customers. Customer's eligibility to receive the discount must be renewed periodically. The program is limited to one benefit per household, consisting of either wireline or wireless service.

Who Qualifies? You are eligible for Lifeline Service if your annual household income is at or below 150% of the federal poverty guidelines, or in your household resides a person who receives or has a child who receives benefits from at least one of the following programs:

Medical Assistance (Medicaid)
Supplemental Nutrition Assistance Program (SNAP)
Supplemental Security Income (SSI)
Federal Public Housing Assistance (FPHA)
National School Lunch Program (only applicant or customer who satisfy the income standard of the program for free meals)
Low Income Home Energy Assistance Program (LIHEAP)
Health benefits coverage under the state Children's Health Insurance Program (CHIP)
An eligible customer residing in tribal lands
Bureau of Indian Affairs general assistance
Tribally administered Temporary Assistance for Needy Families (TANF)
Head Start (only those households meeting its income qualifying standard)
Food Distribution Program on Indian Reservations (FDPIR)
Children under 17 years of age with no health insurance
Other eligible programs may apply

Information about customers who qualify for Lifeline Service may be shared between state agencies and Santa Rosa Telephone Cooperative Inc. Lifeline customers can also subscribe to optional services at the same rate offered to other customers.

What Universal Services are available to all customers? Universal services are offered to all customers of Santa Rosa Telephone Cooperative. Universal Services available include the following services:

Voice grade access to the public switched network or its functional equivalent
Minutes of use for Local service
Access to emergency services to the extent the local government has implemented 911 or enhanced 911 systems
Toll limitation for qualifying low-income consumers
Local Calling for Residential Service is \$10.55 - \$18.00 and Business Service is \$18.20 - \$34.55
Ability to report service problems seven days a week

In addition to the above services, Santa Rosa Telephone Cooperative offers optional calling features, along with Santa Rosa Communications Long Distance, SRCaccess.net - internet/DSL, and SRTV (where available). Customers who are eligible for the Lifeline Program are also eligible for toll blocking at no charge.

How do Telephone Customers and Applicants for Telephone Service Apply for Lifeline Program? Please call the LIDA at 1 866-454-8387 or go to www.liteuptexas.org if you wish to apply for or have any questions regarding the Lifeline Service. LIDA provides self-enrollment forms by direct mail upon customer request.

How to Apply for Telephone Service? If you do not have telephone service and wish to obtain telephone service or if you have telephone service and you move and you are in the Santa Rosa Telephone Cooperative serving areas please call our business office number 1 888-886-2217 for services and rates and we will be glad to assist you.